

DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES



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To: All Montana Primary Care Medicaid Providers

From: John Chappuis, Medicaid Director

Subject: **Medicaid Care Management Program – Nurse First**

I am pleased to announce the upcoming implementation of the Montana Medicaid Care Management Program – Nurse First. This comprehensive program will provide demand management services to approximately 65,000 clients through a Nurse Advice Line and Disease Management Services.

Background

The 2003 Legislative Session adopted a cost reduction measure to reduce annual Medicaid spending by \$2.5 million. The Department designed the Care Management Program to meet the reduction measure by decreasing the inappropriate use of both ER and provider services while improving patient health status and quality of life. Launch of the program is planned for January 1, 2004. The Department has contracted with McKesson Health Solutions LLC, a leading provider of demand management services, to deliver the Nurse First Programs.

Components

Nurse First Advice Line – The Nurse First Service is a 24 x 7, toll free nurse advice line staffed by licensed-registered nurses. Eligible clients will be encouraged to call the nurse line anytime they are sick, hurt, or have a health concern. The nurses triage callers' symptoms using clinically based algorithms, then direct them to seek the appropriate level of services at the appropriate time. The nurses do not diagnose nor provide treatment. The program is voluntary though participation is strongly encouraged.

Nurse First Disease Management Program – Disease management services will be available to approximately 5,500 eligible Medicaid clients. The services are voluntary and designed to promote adherence to providers' treatment plans and improve healthier living behaviors by providing individualized counseling and education through face-to-face and telephonic interaction with specially trained registered nurses. Medicaid clients identified with one of the following conditions will be eligible for participation: Asthma, Diabetes, Heart Failure, Cancer and Chronic

pain. All clients meeting the eligibility requirements will automatically be enrolled in the DM Program. Clients who do not wish to participate may “opt-out” or disenroll at any time. Program participation is strongly encouraged.

Patient Profiling – Through claims data analysis, Medicaid clients’ utilization patterns will be analyzed and forwarded to their respective Passport primary care providers. This tool will help PCPs manage their clients’ care. DPHHS may provide additional outreach to clients identified as over utilizing services.

Team Care Program – The Team Care Program is designed to promote strict adherence to the proper utilization of Medicaid services by managing the care of clients who have displayed a pattern of misusing Medicaid services. Team Care clients, expected to be approximately 300, will be required to enroll in Passport, select a single pharmacy, and call the Nurse First line prior to accessing health care – except in emergent care cases. Team Care is mandatory and is expected to launch in the spring of 2004.

Eligibility

All Medicaid clients are eligible for the Nurse First programs with the exception of Medicaid clients who are dual enrolled with Medicare, and nursing home/institutionalized clients. These clients will possibly be eligible in the near future.

Over the next few weeks McKesson and its partners will be communicating with the Montana provider community to provide additional information, answer questions, and facilitate provider referrals to these services. A local Medical Advisor will also be hired to work with the registered nurses and meet with local providers. Eligible Medicaid clients will also receive informational mailings and phone calls to explain the programs.

If at any point you have questions, concerns, or need further information about the care management program, please call Tedd Weldon at the DPHHS Medicaid Services Bureau, at (406) 444-1518.

Sincerely,

John Chappuis
Deputy Director
Department of Public Health and Human Services